



CITY OF POMONA COUNCIL REPORT

August 3, 2026

To: Honorable Mayor and Members of the City Council

From: Anita D. Scott, City Manager

Submitted by: Michael Ellis, Chief of Police

SUBJECT: APPROVE A SOLE SOURCE ANNUAL SOFTWARE RENEWAL WITH CENTRALSQUARE TECHNOLOGIES FOR COMPUTER-AIDED DISPATCH (CAD), RECORDS MANAGEMENT (RMS), JAIL MANAGEMENT (JMS), AND FIRST-TWO APPLICATIONS, AND APPROVE THE PURCHASE OF CENTRALSQUARE CITIZENLINK AI

RECOMMENDATION:

It is recommended that the City Council take the following action:

1. Approve a sole source, one-year annual renewal with CentralSquare Technologies, the City's existing/incumbent provider, for recurring software, support, and maintenance of the City's Computer-Aided Dispatch (CAD), Records Management System (RMS), Jail Management System (JMS), and FirstTwo applications in an amount not-to-exceed \$326,508 (base renewal of \$310,960 plus a 5% contingency; and,
2. Approve the sole source purchase of CentralSquare CitizenLink AI, an AI-driven non-emergency call triage application, in the amount of \$51,000; and,
3. Authorize the City Manager, or designee, to execute the one-year renewal with CentralSquare Technologies on behalf of the City and any subsequent documents, amendments, or renewals, subject to approval as to form by the City Attorney.

EXECUTIVE SUMMARY

The recommended action will renew the City's recurring software licensing, maintenance, and support for its mission-critical public safety systems: CAD, RMS, JMS, and FirstTwo provided by CentralSquare Technologies, and add CentralSquare's CitizenLink AI, an AI-driven call triage application that answers, triages, and routes inbound non-emergency calls for the Police Department's public safety answering point.

SB1439/GOVERNMENT CODE §84308 APPLICABILITY:

☒ When this box is checked, it indicates the agenda item is subject to the Levine Act SB1439 requirements. Councilmembers are reminded to check their campaign contributions and determine whether they have received a campaign contribution of \$500 or more that would require disclosure and/or recusal from discussing or acting on this agenda item. Campaign contributions of \$500 or more made 1) by any person or entity who is identified in the agenda report as the applicant or proposer or 2) on behalf of the applicant or participant, including a parent, subsidiary or otherwise related business entity, or 3) by any person who has a financial interest in the agenda item requires a councilmember to comply with SB1439.

FISCAL IMPACT:

There is sufficient funding in the adopted Fiscal Year 2026-2027 budget to cover the cost of this renewal. The cost is budgeted in the Police General Fund, FD101 | CC2030 | IT Automation/Software-Maintenance. This is a recurring annual expense with a base cost of \$310,960. A 5% contingency of \$15,548 is included for a total not-to-exceed amount of \$326,508.

The CitizenLink AI purchase adds a first-year annual subscription cost of \$51,000 (list price \$85,000 less a \$34,000 discount; implementation services of \$14,040 fully waived). The \$51,000 cost of CitizenLink AI will be funded from expected salary savings within the Police Department. The combined not-to-exceed authorization for both actions is \$377,508

PREVIOUS RELATED ACTION:

The City Council previously awarded a five-year contract with CentralSquare Technologies for its CAD, RMS, JMS, and FirstTwo applications on August 2, 2021.

The City Council previously approved the Police Department Sole Source list for FY 2026-27 on June 15, 2026. Centralsquare Technologies, LLC was listed as a Sole Source vendor, however, this purchase is above the \$100,000 threshold of approval.

DISCUSSION:

CentralSquare Technologies is the City's existing provider of software platforms that support the Police Department's core operations, including Computer-Aided Dispatch (CAD), Records Management System (RMS), Jail Management System (JMS), and the FirstTwo application. These systems are used daily for emergency dispatch, incident and records management, jail/inmate management, and officer situational-awareness/data lookup functions.

The City's prior agreement with CentralSquare was a five-year contract, which has now expired. Because CentralSquare is the incumbent provider and the City's data, workflows, and integrations are built on the CentralSquare platform, transitioning to an alternate vendor would require significant cost, migration effort, and operational disruption. As such, this renewal is recommended as a sole source award with the existing provider.

The recommended one-year annual renewal covers the recurring licensing, maintenance, and

technical support expenses for the CAD, RMS, JMS, and FirstTwo applications. Approval ensures uninterrupted service and continued vendor support for these mission-critical public safety systems. The recurring cost of this renewal is \$310,960. Staff recommend including a 5% contingency (\$15,548) for a total not-to-exceed authorization of \$326,508 to accommodate any adjustments to licensing, support, or applicable fees (Attachment 1).

In addition to the renewal, staff recommend the sole source purchase of CentralSquare's CitizenLink AI (Attachment No. 2), an AI-driven call triage application that answers, triages, and routes inbound non-emergency calls for the Department's public safety answering point (PSAP). Built on Amazon Connect and deployed within an AWS GovCloud environment, CitizenLink AI operates independently of the City's CAD system while offering direct CAD integration for intake, case lookup, and calls-for-service dispatch. Features include AI-driven answering and triage, multilingual caller support, an analytics dashboard, intelligent call routing with guided digital workflows, and user management. As a CentralSquare product integrated with the City's existing platform, CitizenLink AI is recommended as a sole source purchase with the incumbent provider. The first-year annual subscription cost is \$51,000, which is to be funded from salary savings.

Currently, staff are seeking approval of a sole source, one-year annual renewal with CentralSquare Technologies in an amount not-to-exceed \$326,508, and the sole source purchase of CitizenLink AI in the amount of \$51,000, for a combined not-to-exceed authorization of \$377,508, to continue supporting and expanding the City's CAD, RMS, JMS, FirstTwo, and CitizenLink AI applications.

Prepared by:

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Records Manager

ATTACHMENT:

Attachment No. 1: CentralSquare Renewals
Attachment No. 2: CitizenLink AI Quote